

## **CITY OF BURBANK**

### **CUSTOMER PROGRAMS ASSISTANT**

#### **DEFINITION**

Under supervision, recommends, creates, and implements marketing and educational outreach programs for residential and commercial customers.

#### **ESSENTIAL FUNCTIONS**

Assist in developing and implementing energy and water conservation activities and programs; meet with customers and promotes City programs and services; review customers' utility-related needs and makes energy efficiency recommendations; make recommendations for new products, and marketing materials; assist with the coordination of community events and workshops, and performs other related duties and updates internet information; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of – conservation and resource efficiency techniques and methods.
- Ability to – communicate clearly and concisely, both orally and in writing; assess customer needs and make recommendations; assist in the design, delivery and evaluation of programs; use appropriate computer hardware and software, including but not limited to Microsoft Word, Excel, and Power Point; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

**Education/Training:** An Associate Degree in business, marketing, economics, environmental science, or a closely related field, and two years experience in coordinating marketing, sales, business retention, or related programs. Experience in electric, water, natural gas or power utility is preferred. NOTE: Additional qualifying experience may be substituted for the required education on a year-for-year basis.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment.

#### **SUPPLEMENTAL INFORMATION**

None.